

# SEMI-PRIVATE ROOMS AND HALLWAY BEDS

## Rapid Improvement Resource

### INTRODUCTION

Privacy is extremely important for patients and their loved ones in the hospital environment. For many organizations, patients will receive care in semi-private rooms or care in a hallway emergency department bed. These are the realities we face and sometimes there is little we can do in the present time to place patients in private rooms or care settings. In our experience as coaches, communication and setting expectations is critically important. Despite these circumstances, these patients will still receive excellent quality, compassionate care. The following rapid improvement resource guide is designed as a conversation starter between you and your team to communicate with patients and ensure they recognize the excellent care they are receiving.

### ABOUT CARES



CARES was designed by our PRC Excellence Accelerator team to create highly reliable patient experiences of care through behaviors. CARES is built to be something simple to remember, realistic to train and teach, easy to execute across your organization.

Our team was purposeful in the way it was designed so that every time you think of CARES. If you forget everything else and just remember CARES, you will be in a mindset of compassion and will already deliver 90% of a great patient experience.

### CARES FOR SEMI-PRIVATE ROOMS

#### Confidence

- Welcome to UNIT Mr. Smith. Our team provides excellent care of our patients. As you can see, to provide you with the best care we needed to place you in a semi-private room. Which means we will be caring for a patient on the other side of the curtain.

#### Anticipate Needs

- What are the patients emotional, clinical and safety needs?



## Respectful Communication

- Based on anticipating needs, set the patients expectations and provide reassurance the steps you are taking to maintain their privacy and create a restful environment.
- Engage in Care and Process: Ask the patient what questions s/he has. Introduce expectations for Hourly Rounding and Bedside Shift report as patient care best practices.

## Say Thanks/Safe Transition:

- Close the encounter by showing gratitude for the patient and the opportunity to care for him/her.

## CARES FOR ED HALLWAY BEDS

### Confidence

- Your care is progressing and as soon as we \_\_\_\_\_(fill in with what results or assessments are pending) are completed , we will be able to get you admitted. While we are planning for your discharge we will move you a bed/chair in the hall. This will allow us to give you and other patients the best care.

### Anticipate Needs

- After you are moved to this bed/chair, \_\_\_\_\_(insert "I" or primary nurses name) will still be taking care of you. We are a team here and we will all be looking out for you.

### Respectful Communication

- Make sure verbal and non-verbals reflect compassion. Avoid using words like too busy, other patients who are sicker need this bed.

### Engage in Care and Process

- What questions do you have?

### Say Thanks/Safe Transition:

- Your healthcare team know that being cared for in the Emergency Department can be overwhelming and at times frightening. You will be under our watchful eye after you are moved and we will continue to provide you with great care.

## YOUR ACTION PLAN: HOW CAN YOU AND YOUR TEAM:

Build confidence they are in excellent hands and their privacy is a priority?



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Anticipate the patient's Emotional, Clinical and Safety needs?

How can you respectfully communicate expectations and compassion?

Will there be disruption? Shared television? Steps to assure privacy and quiet?

How can you engage the patient in their care and build the relationship?

What are ways you can express gratitude to the patient?

